



# Iowa Department of Human Services

Terry E. Branstad  
Governor

Kim Reynolds  
Lt. Governor

Charles M. Palmer  
Director

11/4/2014

|                             |                   |
|-----------------------------|-------------------|
| Date Complaint Received:    | 10/24/14          |
| Complaint Received By:      |                   |
| Provider Name and Location: | Jerri Tarca 24480 |

Complaint: Provider uses physical discipline. She was observed while at a Burger King hitting a child on the head, pulled the arm of a child and screamed in the face of a child.

Rule Basis: 110.5(6)a Discipline , no corporal punishment allowed

Findings: The provider states she was at the Burger King on Blairsferry Rd. by Lindale Mall for lunch after they had been at the library for an activity. The provider said she had 6 children with her and her 9 year old daughter. Provider stated her co-provider also joined her, meeting them at the library and then she continued with them to the Burger King. The provider said a few of the children were not feeling up to par that week as they have had colds going through the child care. The provider said she never goes alone when she goes on trips. The provider states either Wanda (her Co-Provider) comes with her or she meets other providers at the activities.

The provider states her 9 year old daughter opened the door to the play area allowing one of the children (21 months) to get out of the door. Jerri was attempting to keep the other children in the room and grabbed at the 21 month who got out; catching his arm and pulling him back in by the door. She held on to his arm and walked him through the restaurant with the other children as they were leaving.

Provider states when she was in the restaurant play area, she used her loud voice so the children could hear her and would respond to the direction. The provider said she does have a loud voice and one child is very active. To get his attention she must get down to his level. She states she will squat so she is at his eye level and she is very direct with him. Basically she states she has to get in his face to get him to respond.

Provider states her co provider was with her during that field trip and told her there was a person in the restaurant that appeared to be concerned about the way she was disciplining. Her co-provider said another customer in the restaurant was yelling about Jerri and commenting negatively on Jerri's methods of discipline.

The provider states she discussed the incident with the mother of the child in question when they came to pick up. The provider stated she looked over the child for injuries when they got home. The provider did not see any injuries. The provider said the mother of the child in question, had no concerns. This occurred on a Friday and they brought their child back on the following

Monday.

The mother arrived during my home visit of the 21 month old child in question. This worker was able to question the mother regarding the incident. The mother told this worker she had no concerns about the quality of care her child was receiving. The mother stated the child is quite the escape artist and will often dart on her. She said the provider did discuss this with her on Friday during pickup. The mother stated she also checked the child over on Sunday and saw no injuries from this incident.

The provider said her discipline techniques are to warn the children to stop the behavior. She uses time out which consists of removing the child from the situation and they will either sit or go to the wall, facing the wall for a period of time. The period of time is 1 min per age. If they have been really bad she will require them to sit a couple of extra minutes. After they complete their time, the provider will talk with them and explain why they are in time out. If the behavior continues they have to sit with the provider most of the afternoon, especially if they are out in the public.

Wanda (co-provider) arrived later in the day during my compliance visit. Wanda said the same thing regarding the incident. She said they were at Burger King and the 21 month old child darted off. Wanda said Jerri did grab him so she could keep the children together. Wanda denied the children were being hit in the head, or screamed at. She agreed Jeri would get down to their level and talk to the children, directly and in a loud voice, but that was needed due to the environment and one of the child's needs.

Resolution: After meeting with provider, and discussing the incident with the co-provider and the parent of the child in question, I did not find any indication of the concerns regarding the discipline methods used.

If you have any questions regarding this matter feel free to contact me at 319 892-6826 or email address: lwesbro@dhs.state.ia.us.

Sincerely,

Lisa Wesbrook  
Social Worker

Irene Holzwarth  
Social Work Supervisor